Commonwealth of Virginia
Virginia Department of Social Services
Office of the Commissioner
7 N. 8th St.
Richmond, VA 23219

Commissioner's Memo No. 005
DATE: December 12, 2007
TO: Directors of Local Departments of Social Services
FROM: Anthony Conyers Jr.

Directors,
Memo #005 addresses **VITA Data Center Move December 14-16th, 2007.**

During this upcoming weekend, the Virginia Information Technologies Agency (VITA) will be moving from the Richmond Plaza Building in downtown Richmond to a new facility in Chester, Virginia. Below you will find a high level time schedule of the planned events. We would like to bring to your attention the importance of your individual district office or local department's participation this upcoming weekend.

Friday December 14th, 2007:

10 AM   VITA and all state agencies confer to ensure we can proceed with the actual cut-over.
NOON   APECS Application will be made unavailable for on line access and batch processing will start
6:00 PM   ADAPT Application will be made unavailable for on line access and batch processing will start.
8:00 PM   All other applications will be made unavailable with the exception of the OASIS application.
Midnight   Target completion time for all batch processing and the OASIS application will be made unavailable.

Saturday December 15th, 2007:

4:00AM   Computers/systems will be shut down at the old data center and internet access will be unavailable (this affects staff who use VITA's shared e-mail service as well as black berry service)

4:30 AM   All network connections will be changed to connect to the new data center in Chester, Virginia. In parallel, all of the tapes at the old data center will start being transported to the new data center and made accessible again.

4:00 PM   Computers/systems should be up and running at the new data center and staff from the Division of Information Systems at the Home Office will start validation of all the data bases, network connections, and checking all the specific VDSS applications

7:45 PM   VDSS Customer Support Center will be staffed in preparation for end user validation

8:00 PM   End user (DCSE District offices, local agency staff and home office end users) validation can begin and any problems should be reported to the Customer support center (call 1-800-223-8846 or log a self help desk ticket using http://magic.dss.state.va.us/magicsshd/ and leave the password blank. We strongly recommend that each agency participate in this validation to ensure that they have established a successful connection to the new data center. **If we don't hear from your individual agency we are making the assumption that all connections are working properly. Please note the following: In the event that the decision is made to revert back to the old data center no data will be retained that is keyed between 4:00AM Saturday and approx. noon on Sunday**. Please use inquiries to validate your connectivity to the new data center or keep track of updates at a detailed level.

Sunday December 16th, 2007:

6:00 AM   Finalize all test results and all agencies will provide a status to VITA to determine if the agency is approving the cut-over weekend.

8:00 AM   Final GO-NO-GO Decision

NOON   Final fall back decision in case we have to revert back to the old data center.

The voice mail of 1-804-726-7810 will be updated through out the cut-over weekend to provide an overall status to all interested parties. Please note that during this weekend that phone will not be answered.

Please be aware of the down time of our applications which includes all web applications.

These memoranda may also be found on the public Web site at: http://www.dss.virginia.gov/division/co/memos.cgi

Thank you for your attention.

AC/VDSS